

RACHIT BHARGAVA

Mob. No. : +91-8860787786

Email: rachit.divas55@gmail.com

Website: www.rachitbhargava.com

CAREER OBJECTIVE

To Work in a dynamic environment that provides me wide spectrum of experience and exposure and to serve the organization with positive attitude and efficiency.

PROFESSIONAL QUALIFICATION

Pursuing Distance M.B.A. in Information Technology from Sikkim Manipal University (SMU).

WORKING EXPERIENCE

1. **Worked with Cognizant Solutions Private Limited as Senior Associate (Google Account Strategist) from September 2015 to April 2017.**

Responsibilities include:-

- Providing complete analysis of performance of the business, and take required steps to increase the return on investment;
- Identifying the need of the customer in relation to the product lineage available with the organization;
- Recommend solution by analyzing the account;
- Monitoring and evaluating the performance metrics such as CTR (Click-through-rate), Quality Score, Impression Share etc;
- Test and offer New strategies & recommendations such as Ad Extensions, Remarketing, Category targeting, Ad testing &
- Positive & Negative keywords Research and Analysis.

2. **Worked with HCL Technologies Private Limited as Senior Process Executive from September 2014 to September 2015 for UK Semi-Tech Process for British Telecom.**

Responsibilities include:-

- Providing solution to Software & Hardware related problems like Wireless Networks, L.A.N. cards, Modems and Routers etc;
- Ensuring full satisfaction of the customer through follow up of the cases &

- Resolving queries related to billing in accordance with the applicable billing package & other order related queries.

3. **Worked with Aon Hewitt as Team Developer from December 2011 to January 2014.**

Responsibilities include:-

- Providing solution to the queries related to Human Resources;
- Supporting HR functions like Payroll, Talent Acquisition, Training & Development;
- Administering of Online & classroom sessions with respect to projects assigned by the clients;
- Co-ordination with Insurer's for ensuring proper documentation of medical insurance policy of employees of the assigned clients &
- Assisting Payroll function for ensuring timely payment of employees' dues.

ACHIEVEMENTS

- Got Quality Speedster for outstanding call quality in Aon Hewitt twice;
- Got Bravo Award for best CSAT in Aon Hewitt several times;
- Represented Aon Hewitt (Gurgaon) in Global Aon Hewitt video competition and created a video on 5S which was chosen under top 5 videos in the world;
- Got Mercury Award in Aon Hewitt for giving 10 process improvements during the first year of joining;
- Got recognition for scoring highest marks in client assessment in entire BT Process;
- Got selected as OFS and campaign trainer in just 6 months on floor in HCL.

EDUCATIONAL QUALIFICATION

- Graduation (B.Com.) in 2008 from C.S.J.M. University, Kanpur;
- Intermediate in 2005 from U.P. Board, Allahabad &
- High School in 2003 from U.P. Board, Allahabad.

OTHER PROFICIENCY

- Well versed with MS. Office Package and Internet Applications;
- Experience of Website development through Dreamweaver and HTML;
- Proficient in Search Engine Optimization (S.E.O.);
- Certification in Google Adwords, Google Analytics, Youtube Marketing, Bing Search, Facebook Marketing & Merchant Centre.
- Cisco Certified Network Administrator.

PERSONAL DETAILS

Date of Birth: 30th January, 1989
Marital Status: Single
Sex: Male
Nationality: Indian
Father's Name: Mr. Naresh Kumar Bhargava
Languages Known: Hindi and English
Permanent Address: 75-C, Shyam Nagar, Kanpur-208013, UP
Present Address: J-1/30 B, Upper Ground Floor Left Side,
Khirki Ext, Near Krishna Mandir,
Malviya Nagar, New Delhi - 110017

DECLARATION

I hereby declare that the particulars furnished above are true, correct and complete to the best of my knowledge and belief and I bear the responsibility for the correctness of the above mentioned particulars.

Place: New Delhi

Date:

(RACHIT BHARGAVA)